

## Kudos



## Complaints

*"I was watching the local TV stations and saw a picture of the sanding trucks in a half 'flying v' formation going down I-5 and clearing a path for commuters. It was such a powerful picture. That very night my husband called home to say that he followed a WSDOT crew down I-5 doing this formation and it was the coolest thing he ever saw. I would say that is high praise from veteran transit supervisor working countless hours of overtime to keep the buses running in the snow and ice. It certainly helped ease his commute to another 12-hour snow shift. Thanks."*

*"I would like to thank the state road for making the Spirit Lake Highway and I-5 drivable and as safe as possible during the recent ice and snowstorm. I cannot begin to count the number of times I heard the snow plow go up or down the Spirit Lake Highway at all hours of the day and night."*

*"From just south of Tacoma to Mount Vernon, the roads were clear and safe, and I commend the WSDOT for the job they did from Pierce County to southern Skagit County."*

*"You have done a fantastic job! I had to bring my son to the University of Washington in Seattle. That was a brutal drive, but the roads were clear and passable. However, whenever I crossed the state line into Oregon it was like going into a war zone. The major roads in Oregon were in much worse shape than Washington. You're doing a great job, keep it up."*

*"I just wanted to take a moment to give a big THANK YOU to all of the DOT employees who worked around the clock in the cold temperature during the last few days of snowfall, clearing the roads to make it safer for others. Your efforts, commitment & hard work are greatly appreciated by this Washington resident and so many others like myself!!!!"*

*"My wife commutes on the pass every day so I am always concerned about her safety. Keep up the good work."*

*"Thanks Jeremy! I used to be a 'state worker' and it's nice to meet another one that makes things happen and responds to citizens! You made me feel important and listened to. Great job!..... somebody sure did nice work on the Black Hills - it was kind of bad this morning but no problem on the way home!"*

*"My Davenport, WA Maintenance Superintendent remarked that several people commented to him that, 'the rural roads were in sad shape, but once we got to the state highway, conditions were good.'"*

*"Failure to plow the two right lanes of I-5 South between Lacey and Exit 104 (to Hwy 101) created extremely dangerous driving conditions."*

*"As soon as enter your state from Oregon the roads were like night and day. The roads were sheet of ice...this doesn't make me want to travel in or through your state again."*

*"Most of the accidents I saw were due to excessive speed on the untreated ice on I-5 The highway surface could have been treated more aggressively."*

*"What is going on with the lack of snowplows on Snoqualmie pass?...All this due to 'cutbacks' in funding? Keep the pass open!"*

*"You would think the Express Lanes could be cleared during the night and opened first thing in the morning, the day after a predicted snowstorm. Is this a big city or a cow town?"*

*"Where were your crews working if they weren't clearing or treating major arterial or connecting streets and freeways on the westside? .... road conditions yesterday in West Vancouver were so bad that they were nearly unacceptable."*

*"Why hasn't there been anyone out spreading salt over the road on I-5 NB/SB? The roads are in really bad shape and there are over-turned cars and cars in the ditch all over."*

*"...the absolute worst road of them all was between Mt. Vernon and Bellingham. I just could not believe that a road could be so slippery in my life. There were numerous accidents and we even had police escort making sure we traveled at 10 miles an hour."*

*"Federal Highway I-90 has not been maintained at the same level in past years. As a commuter to the West side (Redmond), I rely on the DOT to maintain I-90, keeping the highway clear of snow. With the relocation of the DOT dispatch office to Yakima from the top of the pass at Snoqualmie, services have diminished. The amounts of snow that have fallen have been comparable to previous years and yet during the morning commute; plows and sanding trucks are nowhere to be seen."*

*"Last week with the new snow I found it appalling that your plow drivers on I-90 at Hyak left at exactly 7 a.m. to work the roads while drives were piled up west bound and east bound."*



## Public Checks During Snowstorms WSDOT Website

The winter weather created a huge demand for WSDOT's Web site. Tuesday, January 6, WSDOT saw a record-breaking 12 million page views.

Date	Unique Users	Page Views
12/30/2003 (Tue)	100,686	4,754,974
12/31/2003 (Wed)	114,605	5,818,918
1/1/2004 (Thu)	101,006	4,166,264
1/2/2004 (Fri)	129,338	6,199,233
1/3/2004 (Sat)	128,545	7,593,343
1/4/2004 (Sun)	100,323	4,592,807
1/5/2004 (Mon)	123,730	4,979,450
1/6/2004 (Tue)	240,022	12,039,969
1/7/2004 (Wed)	178,759	8,967,767
1/8/2004 (Thu)	112,706	5,396,389
1/9/2004 (Fri)	96,326	4,214,907

### What the Users Had to Say About the Web site:

#### Some Good:

*"Fantastic job on the web page. Helps grandmas to not worry about family traveling over the pass."*

*I just had to let you know that you've turned this WSDOT website into one of the best and most useful websites I've seen in quite some time.*

*"Your road and pass website is really great! I use it quite frequently, especially the mountain pass section."*

#### Some Bad:

*"Hello can someone tell me why I can't get the traffic/snow cam's workings they keep saying loading no matter what "cam" I choose have been trying for well over 1 1/2 hours."*

*Why can't I get over 1/2 of your cameras on your site. Is there a special software I need?"*

*"None of the cameras work on Snoqualmie Pass. I never had any trouble viewing the road until you put this new improved site up. NO CAMERA VIEWS!!!"*

### Others unable to get the information they wanted:

*The most common thing people want to know in the winter is road conditions. Other than the cameras and the weather and mountain passes, is there no other info?*

*If I call 1 800 695 ROAD I am told that there are no problems in Grays Harbor county, and yet, all the schools are closed out there...511 is a joke. I don't know which menu item is going to tell me about road conditions.....people are looking for information to make decisions about their personal safety here. I think you need to look at how you can improve these services.*

### In Summary:

- Public expects to have this site working no matter what. Information provided by Web site was difficult to get to due to high network traffic.
- Road condition information needs to be kept up to date, especially during inclement weather. We have already made changes to the new website to make this information easier to find, it is just a matter of keeping it up to date.
- Some frustration getting information from 1-800-695-ROAD and 511.

